

City of Charleston Warming Center Volunteer Code of Conduct

As a volunteer for the City of Charleston Warming Center, your primary goal is to provide appropriate services and support for individuals, families and their children who are guests. In doing so, a volunteer must observe and comply with the Code of Conduct set forth in this document. If a situation is questionable, consult a City of Charleston staff member. Any violation of this code is grounds for dismissal.

1. A volunteer shall treat all guests, volunteers, staff members and representatives from collaborating agencies with respect, courtesy, fairness and good faith.
2. A volunteer shall safe guard the guest's right to confidentiality within the limits of the law.
3. A volunteer shall discuss any suspicion of child abuse with City staff immediately.
4. A volunteer shall demonstrate non-discrimination among all persons served, and among the employees, volunteers, and others involved with the program.
5. A volunteer shall respect the interfaith nature of the program and refrain from proselytizing (to proselytize: to induce someone to convert to one's own religious faith).
6. A volunteer shall report all conflicts with guests to City staff immediately and work with staff on resolving conflicts.
7. A volunteer shall report any personal complaint or grievances, and any program complaints or grievances reported to him/her, to City staff. If the complaint or grievance is with a City staff person, a report should be made to the Community Liaison and Homelessness Coordinator.
8. A volunteer shall refrain from providing services while impaired owing to the volunteer's physical and mental health due to use of medication, drugs or alcohol.
9. A volunteer shall refrain from secluding himself or herself alone with a guest or a guest's child by remaining in sight of other participants, volunteers, or City staff.
10. A volunteer shall refrain from providing personal information (i.e. phone number & address) to a guest. A volunteer will inform a City staff member with any exceptional circumstance.
11. A volunteer shall respect the guest's and their own roles within the Warming Center and refrain from establishing romantic relationships while guests are in the program.
12. A volunteer shall refrain from offering money or other gifts directly to guests. If a volunteer wishes to donate on behalf of a specific family, they should contact the Community Liaison and Homeless Coordinator so the matter can be handled appropriately. This rule is designed to honor boundaries and client confidentiality, and protect both volunteers and guests from developing inappropriate relationships. A guest who receives special attention or gifts from volunteers may feel beholden to the volunteer or raise suspicion and jealousy among other guests.

13. A volunteer shall adhere to all COVID-19 safety regulations including but not limited to submitting to a temperature & symptom check prior to entry into the facility, adhering to social distancing requirements, and wearing a mask at all times while on site.

Your signature below means that you understand and agree to abide by this Code of Conduct. You are also acknowledging that you have received a copy of this agreement.

Volunteer _____ Date _____

Witness _____ Date _____